

## Seasons Greetings!

December is a time of holiday—both religious and secular. No matter how you celebrate (or don't) OIT extends its wishes to you and your family for a peaceful and happy celebration of your traditions.

## From the Deputy CIO

AN UPDATE BY JOHN CONLEY

### SCORE!

### ANOTHER SUCCESSFUL COLLABORATION OPPORTUNITY



Prior to the November elections, the Governor's Office of Information Technology (OIT) entered into an agreement with Metropolitan State College of Denver (Metro State) and the Department of State (DOS) to provide technological support for the 2008 elections. The three agencies use Citrix to access their application services and each has enough licenses to support their regular operations. During the election season, DOS temporarily needed additional Citrix licenses to accommodate the part-time election judges that are hired for October and November only. Rather than purchase supplementary licenses at a cost of approximately \$180,000 OIT and Metro State pooled their licenses and allowed DOS to temporarily use those licenses. Because the licenses are concurrent and DOS' need for the extra licenses is primarily during early morning and evening hours, staff members from all agencies will still be able to perform their day to day work. We are pleased that OIT was able to leverage our existing Citrix

licenses to save operational funding while providing a more robust environment during the election period. Although this partnership is outside of the requirements of Senate Bill 08-155, it is an example of the many great opportunities that exist for agencies to work together for the mutual benefit of state government and Coloradoans.

### DATA CENTER CONSOLIDATION TEAM (DCCT) UPDATE

The DCCT took off in November with a flurry of activity including:

- \* Naming of co-chairs Robin Cole, OIT-CDOT and Scott Burger, OIT-HQ
- \* Asking for and receiving updated data center inventories from the Executive Branch agencies (thank you agencies!).
- \* Holding a day-long workshop facilitated by Deloitte Consulting to help the team think about how to develop a solid foundation and the logical phases this massive and exciting project entails
- \* Beginning stages of project plan development
- \* Formation of subcommittees

Status reports will soon be made available to OIT employees on OIT Plaza under the Enclaves tab.

### ONE YEAR LATER—SAP AND CDOT

Last year, the Department of Transportation (CDOT) replaced approximately 50 disparate business applications into one. As a result of creating a unified solution using SAP, CDOT was able to retire its financial and human resources legacy systems and thereby reduce software, maintenance and support costs., increase its payroll accuracy to +99%, reduce the amount of paper used by Human Resources by providing self-service to employees and managers, and CDOT's finance group experienced one of its best year-end close ever.

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# Meet The Chief Information Security Officer

BY SETH KULAKOW, CISO



Hello and let me try to introduce myself without causing you to fall asleep, aka keeping this short. I am Seth Kulakow the new CISO for the State of Colorado. Let me first say that I am honored by the opportunity

to serve the State in such a capacity. I see some great vision within OIT and I am proud to be part of that vision moving forward. I have met many of you that share a common enthusiasm and energy for the State and care about what is best for the State of Colorado and its citizens. With that said, let me be very brief on some short and long term directions regarding the Office of Cyber Security.

First and long term related, we are moving full steam ahead in our consolidation efforts at it pertains to State security resources and assets and organizing them into an enterprise wide service model where security is viewed as an asset and business enhancer.

In the short term, we are focusing on an inventory project that maps assets and resources to a support model in order to determine gaps in our future program. In addition, I am hoping to bring security empowerment to others. For example, we are in the process of creating a secure code library for application developers where they can and are encouraged to use such code in their applications. We are also developing tool kits for System Administrators and Developers to assist them with auditing their systems and applications prior to them moving into a production environment. These are just a few of the items we are looking at starting here in the short term.

Again this is an exciting time and I am honored to be part of this new vision for the State of Colorado.

Thank you very much for your time and ear.

## EDITOR'S NOTE:

Prior to coming to the State of Colorado, Seth was Denver International Airport's Information Security Officer for 14 years where he was empowered with enterprise security (except for physical and badge) and he built the only existing full time security program and group for any airport in the nation. Seth brings a wealth of experience in security, voice and data networks and we are excited and privileged to have him on board.

# Identity Management

BY MICHELLE CASEY, DIRECTOR - IDENTITY MANAGEMENT

- \* Do you have multiple user names and passwords for the various systems that you have to access on an almost daily basis to do your job?
- \* Do you write down your passwords because they change every 90 days, and it's really hard to remember those new passwords?
- \* Do you have more than one id badge to get you in and out of the facilities you need entry to?
- \* Have you ever thought about why it is when you leave your agency and go to another agency for a meeting, you have to get a visitor badge, despite the fact that you work for the same "company"?
- \* As a citizen of the State, have you ever wondered why, when you move, you have to change your address at each separate agency that you do business with – DMV, SOS, DORA, CDHS, etc – instead of being able to change it once, and have it update all agency systems?
- \* Or, if you want to conduct an e-commerce activity with the State, how the State really knows that it is you it's doing business with, and not someone who's stolen your identity?



If you answered "yes" to any of the above questions, you are definitely not alone. I am asked quite frequently what "identity management" is, and while there are technical answers I can provide, simply as a user, it means a coordinated approach to managing your digital identity to provide privileges, entitlements, and services more efficiently. You are, after all, only one identity, though various attributes of that identity get parsed out and utilized in different ways by different agencies. As a citizen of the State, I'm a driver, a voter, a real estate agent, a first responder, a recipient of food stamps, etc, depending on the application.

What does this mean for you as an employee of the State? As consolidation moves forward, we'll see a stronger need for fluidity of our state IT human resources. We may have a bench of database architects that move across agencies to assist on projects as needed. We may have network administrators that sit in the NOC but also need access to

multiple data centers across the State. We also have the need as the State to tightly control network and systems access for security and compliance requirements.

Additionally, as we start consolidating enterprise architecture, we'll be able to move to an environment with single-sign on, and centralized provisioning/de-provisioning.

My role as Director of Identity Management is to look across the enterprise to develop a risk-based strategy that moves us to an integrated identity and access management infrastructure that provides for roles-based physical and logical access to resources (facilities, networks, applications, etc) on a consolidated common access platform. Again, one identity:multiple privileges, but facilitated off of one infrastructure that allows for the binding of an identity to one credential with multi-factor, real-time authentication and non-repudiation.

For the State, the benefits include an improved security posture, improved regulatory compliance, infrastructure savings, and efficiency in citizen services.

For you the employee, it will provide ease of access and no more memorizing 10 different passwords and wondering what you've changed them to after 90 days! We're just getting started along with the consolidation efforts, so you'll be hearing more about these efforts over the next few years.

## **Meet the CIO's**

### **THE SECOND IN A THREE PART SERIES OF GETTING TO KNOW THE LEADERS OF OIT**

In the November edition of TechLine, we reported that we would be introducing the agency CIOs over three editions.

Without further ado, please meet the CIOs representing the following agencies:

- \* Local Affairs
- \* Military and Veterans Affairs
- \* Natural Resources
- \* Public Health and Environment
- \* Public Safety

### **BRIAN MORROW CIO - DEPARTMENT OF LOCAL AFFAIRS**



Brian has been with the State of Colorado for over 18 years the last 16 of which have been spent with the Department of Local Affairs (DOLA). He has over 20 years experience in the

information technology business. Before coming to the State, he taught mathematics and computer science at Metropolitan State College for approximately 2 years. He has a Bachelor's of Science degree in Mathematics and Computer Science, and a Master's of Science degree in Information Systems Management. Brian became the DOLA Chief Information Officer in the fall of 1999.

### **HARLEY RINERSON CIO - DEPARTMENT OF MILITARY AND VETERANS AFFAIRS**



Mr. Rinerson provides services as the Chief Information Officer for Colorado's Department of Military and Veterans Affairs and as an a Department Emergency Response Coordinator. He assists in developing the department's Homeland Security/Defense strategy and grant writing for the National Guard in communications interoperability, integration, and information sharing.

From 2003 to 2005 he served in the Office of the Governor as the State of Colorado's Chief Information Security Officer. Colorado did not have an enterprise information security strategy prior to his taking on the position of CISO. He designed, planned, resourced, and implemented Colorado's Information Security Strategy and Colorado Information Security Program. Prior to becoming the CIO, he managed the Buckley Air National Guard Base as the Acting Director of Installations where he planned and negotiated with the Air Force on its transition from a State entity to becoming a federal Air Force Base in 2000.

Before committing to state civil service, he served 22 years in the United States Army as a Signal Corps Officer with his last assignment as the Inspector General for the State of Colorado National Guard. As a United State Army Systems Integrator in the Pentagon, Lieutenant Colonel Rinerson had direct responsibility as the definitive subject matter expert and program director for the United States Army's terrestrial tactical communications systems. This included the multi-billion dollar Mobile Subscriber Equipment and Echelons Above Corps programs. As a previous President of the Denver Chapter of InfraGard, a FBI sponsored outreach organization; he continues his interest in the states Critical Infrastructure Protection programs. As a Colorado delegate to the national MS-ISAC he supports the legislative workgroup on emerging and topical information security and privacy issues.

He has a Master of Business from Colorado State University, a Masters of Military Arts and Sciences from the United States Army Command & General Staff College, and a Bachelor of Science from the University of South Dakota.

## LEAH LEWIS CIO - DEPARTMENT OF NATURAL RESOURCES



Leah was appointed as the CIO for DNR in August 2007. She was previously with the Division of Water Resources where she spent 15 years building the information technology resources in that division and served as the State GIS Coordinator from 1999 to 2002. She grew up in Switzerland and spent her early career working for the United Nations. She received her Bachelor's degree in Geography specializing in Geographic Information Systems from the University of Massachusetts, and is a certified Project Management Professional.

## BILL FERGUSON CIO - DEPARTMENT OF PUBLIC HEALTH AND ENVIRONMENT



Bill Ferguson was selected as Chief Information Officer for the Colorado Department of Public Health and Environment in July, 2008. He oversees all Information Technology activities of the Department, provides strategies for enabling the business goals of the Department using Information Technology solutions, and is the liaison with other Governmental and institutional entities.

Bill has worked for CDPHE for the past 6 years. During this time he has provided a secure Internet enabled foundation for health and environmental systems growth, increased computer security levels to more stringent State and Federal (HIPAA) standards, and significantly increased computer systems reliability and capability.

Prior to his work in the Department, Bill worked in a variety of private sector and governmental management positions. In these roles, he emphasized strategic planning, enterprise architecture, project management, cyber security, e-commerce and e-government solutions, and operational excellence.

## JIM LYNN CIO - DEPARTMENT OF PUBLIC SAFETY

Jim Lynn has over fifteen years of experience in the public safety information technology field. His role, for the past seven years, has been that of the Chief Information Officer for the Colorado Department of Public Safety.

Jim believes in creating strong partnerships with customers and employees fostering a cooperative and collaborative environment. This is achieved by knowing the business processes and needs of his customers and a commitment to developing, empowering and preserving a highly skilled technology team who have a passion for information technology and a commitment to public safety.



At the Department of Public Safety, Jim quickly established himself as a leader in the area of project management, contracting, and investment planning as shown by his unblemished record of implementing large network, systems and integration projects.

Colorado-born, Jim earned his bachelor's from Adams State College in Business Administration (1987) with an emphasis in education and information technology. In 2002, he was appointed, by then Governor Bill Owens, as a member of the Colorado Multi-Use Network Taskforce. In 2004, he was elected, as a board member, to the State of Colorado's Disaster Recovery and Business Continuity Committee. Jim serves, as an Advisory Board Member, for the University of Colorado, at Denver, Business School's Center of Information Technology Innovation. In 2006, Jim received the Outstanding Achievement Award from the State of Colorado's Chief Information Officer for outstanding performance and contributions in advancing technology in Colorado.

Jim is married to his wife, Colleen, of twenty years and they have two children: Tim and Paul.

## CIO INTRODUCTIONS IN THE JANUARY ISSUE

Next month, we will conclude our introductions with brief biographies for the CIO's for the following agencies:

- \* Regulatory Agencies
- \* Revenue
- \* Transportation
- \* and the CTO of the Colorado Historical Society

# **Employee Matters**

## **OR RATHER—EMPLOYEES MATTER!**

### **MODIFICATION TO EMPLOYEE RECOGNITION PROGRAMS**

Due to the current economic conditions, we have been asked to temporarily rescind any cash recognition programs. As a result, OIT's Employee of the Month and Special Achievement Award programs have been modified to provide recipients with administrative leave. For more information about these programs, look under the Kudos tab on OIT Plaza.

### **UPDATE ON EMPLOYEE OF THE MONTH NOMINATIONS**

As reported in the November edition of TechLine, the nominations that have been submitted for Employee of the Month are on file and will be reviewed by a selection committee in the near future. We appreciate your patience as we work out a few glitches in the process.



## **Question of the Month**

If you have a question for the OIT leadership, please submit it to the email address [askthecio@state.co.us](mailto:askthecio@state.co.us) and your question may be chosen for publication in OIT TechLine.



- Q. What are some of the expectations OIT has for its employees?
- A. This is the time of year when everyone is thinking about New Year's resolutions and starting fresh. It is also a great time to evaluate how things have historically been done and whether or not it still makes sense. To help with the evaluation and with the New Year resolutions at work, it is helpful to have an indication of what upper management expects from all of us both as supervisors and as employees. The Governor's Office of Information Technology (OIT) is an organization that has been around for some time, but recently we have been given a new direction and purpose. At any given moment there can be countless expectations placed on the employees. It all depends on the project at hand and what the employee's role is in that project. Expectations are at times like shifting sands, but there are some consistent approaches that I would like to see exhibited by all our employees:
- \* Treat all employees with respect and remember we all need to work together.
  - \* Partner with your colleagues to find solutions to problems.
  - \* Engage in creative thinking that challenges the status quo and produces positive changes for the State of Colorado.
  - \* Foster each others ideas to make them stronger.

If we just take the time to remember these four expected approaches, we will all see great changes within our organization.

## **What's In a Name?**

### **A ROSE BY ANOTHER NAME IS NOT GOIT!**

There seems to be confusion about the proper way to refer to our organization. Formally, we are called the Governor's Office of Information Technology and informally, we are called the Office of Information Technology or OIT. Please be aware that for the formal designation there is no acronym and it is improper to refer to our organization as GOIT.

When preparing a formal document and/or preparing communications to an external audience, you should always use Governor's Office of Information Technology. If the communication is lengthy and you do not want to continue to write out the full name, you may use Governor's Office of Information Technology (OIT) in the first reference and then OIT thereafter in the document. For informal and internal communications, it is acceptable to simply use OIT.

**DECEMBER 2008**

<b>Sun</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>	<b>Sat</b>
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 <i>Holiday</i>	26	27
28	29	30	31			

**Upcoming Events**

December 2, 2008 - CHS Town Hall  
 December 9, 2008 - CDPHE Town Hall  
 December 9 - 12, 2008 - Mainframe Disaster Recovery Testing

**Standing Meetings**

Every Monday - OIT Leadership Meeting  
 Every Wednesday - OIT Senior Staff Meeting  
 Every Wednesday - EGC

Please visit the OIT website or OIT Plaza for more information and for other scheduled events!

**THE 4 C'S OF OIT****Customers:**

At OIT, customer service is our highest priority.

**Collaboration:**

Working together to better serve the citizens of Colorado

**Communication:**

Clear, Open, and Honest communication is our mission

**Credibility:**

Achieving credibility by providing efficient and effective IT solutions.

**Governor's Office of Information****Technology**

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**OIT MISSION**

To increase the effectiveness of government through the use of information technology. Information technology will be used to maximize the efficiency of service delivery and will operate as a seamless enterprise, delivering consistent, cost-effective, reliable, accessible and secure services that satisfy the needs of the citizens of Colorado, its business communities, and its public sector agencies.